Wyoming Relay
June 2015 – May 2016
Total Complaints by Category

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
SERVICE COMPLAINTS														
#00	CA Accuracy/Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0
#01	CA Typing Speed	0	0	0	0	0	0	0	0	0	0	0	0	0
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0
#03	Didn't Follow Customer Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0
#04	Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0
#05	CA Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0
#06	Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0
#07	CA Misdialed Number	0	0	0	0	0	0	0	0	0	0	0	0	0
#08	Poor Vocal Clarity/Enunciation	0	0	0	0	0	0	0	0	0	0	0	0	0
#09	Improperly Handled ASL or Related Culture Issue	0	0	0	0	0	0	0	0	0	0	0	0	0
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#11	VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#12	Replaced CA Improperly in Middle of Call	0	0	0	0	0	0	0	0	0	0	0	0	0
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0
#15	Didn't Follow Voice Mail/Recording Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0
#17	Agent Was Rude	0	0	0	0	0	0	0	0	0	0	0	0	0
#18	Didn't Follow Emergency Call Handling Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0

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#21	Confidentiality Breach	0	0	0	0	0	0	0	0	0	0	0	0	0
#22	Connect Time	0	0	0	0	0	0	0	0	0	0	0	0	0
#23	CA Typing	0	0	0	0	0	0	0	0	0	0	0	0	0
#24	CA Gave Wrong Information	0	0	0	0	0	0	0	0	0	0	0	0	0
#25	CA Did Not Follow Policy/Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0
#26	Improper Use of Call Release	0	0	0	0	0	0	0	0	0	0	0	0	0
#27	Improper Use of Speed Dialing	0	0	0	0	0	0	0	0	0	0	0	0	0
#28	Improper Handling of Three Way Calling	0	0	0	0	0	0	0	0	0	0	0	0	0
#29	Improper Use of Customer Data	0	0	0	0	0	0	0	0	0	0	0	0	0
#30	CA Hung Up on Caller	0	0	0	0	0	0	0	0	0	0	0	0	0
#31	Miscellaneous Service Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
	TECHNICAL COMPLAINTS													
#32	Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0
#33	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0
#34	Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0
#35	Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0
#36	Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0
#37	Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0
#38	Busy Signal/Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0
#39	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0
#40	Relay Not Available 24 Hours a Day	0	0	0	0	0	0	0	0	0	0	0	0	0
#41	Ascii/Baudot Break-down	0	0	0	0	0	0	0	0	0	0	0	0	0
#42	VCO Breakdown	0	0	0	0	0	0	0	0	0	0	0	0	0
#43	HCO Breakdown	0	0	0	0	0	0	0	0	0	0	0	0	0
#44	STS Breakdown	0	0	0	0	0	0	0	0	0	0	0	0	0
#45	Caller ID Not Working Properly	0	0	0	0	0	0	0	0	0	0	0	0	0
#46	Ringing/No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0

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#47	Connect Time (TTY-Voice)	0	0	0	0	0	0	0	0	0	0	0	0	0
#48	711 Problems	0	0	0	0	0	0	0	0	0	0	0	0	0
#49	Miscellaneous Technical Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
	MISC COMPLAINTS													
#50	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0
#51	Fraudulent/Harassment Call	0	0	0	0	0	0	0	0	0	0	0	0	0
#52	No Notice of How to Complain to FCC	0	0	0	0	0	0	0	0	0	0	0	0	0
#53	LEC External Busy	0	0	0	0	0	0	0	0	0	0	0	0	0
#54	911 External Call	0	0	0	0	0	0	0	0	0	0	0	0	0
#55	*CapTel* Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0
#56	External Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0
#57	Other	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL COMPLAINTS	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**